

# CHIN Staff Report to Governance Committee

December 8, 2014

## System Administration

- Follow-up work to HMIS Standards upgrade:
  - As of 12/5, 78 users (out of approx. 780) had not completed HMIS standards training and quiz. We encourage CoCs to look through the list of users and let us know if any of them should be removed (if for example, they are no longer at the agency).
- SSVF export issues resolved in version 11.5.6 – few problems reported since (that seem to only affect 2 users) – awaiting Bowman resolution.

## Reports

- Continuing to provide technical assistance to CoCs on AHAR report and agencies doing AHAR data cleanup.
- AHAR report issues fixed by Bowman.
- Issue in report used to obtain AHAR beds has been fixed. CHIN staff has provided updated number of pro-rated beds and number beds for each point-in-time to all CoCs.
- CHIN staff has moved all reports that need updates (due to changes in the HMIS standards) to separate folders in ART. Over the next few months, we will archive a subset of these reports unless we hear from users that they still need them. The Data Subcommittee has prioritized the remaining reports for upgrades. Currently, there are only 12 reports marked as needing upgrade (estimated 10 hrs of work) – CHIN is working with users to find out when the reports will be needed and will incorporate these updates into our work plan.

## Technical Assistance

- Closed 412 tickets (average of 23 tickets/day) – (Oct: 27/day, Sept: 21/day)
- 95% SLA compliance on response time (Oct: 96%, Sept: 95%)
- Average resolution time = 12 hrs 3 min ( 15 hrs 8 min in Oct, 10hrs 7 min in Sept)

## Training

- Trained 16 users in November
- Trained 5 users in ART
- Webinar and quiz for certification training will be ready by mid-December. Registration will still occur through our website. Changes recommended by Training Task Group are being implemented:
  - Remove a sentence in the intro.
  - Services/referrals video will be split into 2 videos: services, referrals
  - Referral video will remind users to contact the agency they're making the referral to (as well as recording the referral in the HMIS)
  - A proposed change to the Statement of Privacy Practices video was to change a slide that had "CHIN Steering Committee" on the slide. The change can't be made since it would require changing the Statement of Privacy Practices.
- The Data Sub-Committee has decided to make the 2014 HMIS Data Standards Video Training (and associated quiz) part of the required certification/refresher training. CHIN will provide

CoCs the list of users who were trained between 10/1/14 and now (and who did not complete the 2014 HMIS Data Standards Video Training).

### **Administration**

- No change in staffing levels since October Governance Committee meeting. Contractors are providing support for training webinars, data corrections and simple system administration tasks.
- Projected \$32k-\$53k in under expenditures relative to budget (some are items that will occur in 2015).
- Two contracts with MCAH executed.
- Invoicing complete
  - Working with NC DHHS to use ESG funds for HMIS fees for 2 CoCs
  - Invoices have been sent to the remaining CoCs (unless fees are covered by HMIS grant)
- Expect to have all participation agreements (CoC and agencies) sent out by December 19.